

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S1	259	705/402	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 16:41
S2	171	S1 and (return or refund)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 16:49
S3	2	("20040078346").PN.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/10/22 16:48
S4	120	S2 and postage	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 17:01
S5	51	S4 and scan	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/22 17:01

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- |  |               |  |
|--|---------------|--|
| 6. TEXT(refund) AND TEXT(postage) AND TEXT(online) AND PDN(<8/28/2002) | 391 results   | <a href="#">Add to Search</a>                                    |
| <i>Database:</i> Multiple databases...                                 |               | <a href="#">Set Up Alert</a> <input checked="" type="checkbox"/> |
| <i>Look for terms in:</i> Citation and abstract                        |               |  |
| <i>Publication type:</i> All publication types                         |               |  |
| 5. TEXT(refund) AND TEXT(postage) AND PDN(<8/28/2002)                  | 5633 results  | <a href="#">Add to Search</a>                                    |
| <i>Database:</i> Multiple databases...                                 |               | <a href="#">Set Up Alert</a> <input checked="" type="checkbox"/> |
| <i>Look for terms in:</i> Citation and abstract                        |               |  |
| <i>Publication type:</i> All publication types                         |               |  |
| 4. TEXT(cusotmer complaint) AND PDN(<8/28/2002)                        | 0 result      | <a href="#">Add to Search</a>                                    |
| <i>Database:</i> Multiple databases...                                 |               | <a href="#">Set Up Alert</a> <input checked="" type="checkbox"/> |
| <i>Look for terms in:</i> Citation and abstract                        |               |  |
| <i>Publication type:</i> All publication types                         |               |  |
| 3. TEXT(cusotmer complaints) AND PDN(<8/28/2002)                       | 0 result      | <a href="#">Add to Search</a>                                    |
| <i>Database:</i> Multiple databases...                                 |               | <a href="#">Set Up Alert</a> <input checked="" type="checkbox"/> |
| <i>Look for terms in:</i> Citation and abstract                        |               |  |
| <i>Publication type:</i> All publication types                         |               |  |
| 2. TEXT(refund) AND TEXT(denial) AND TEXT(appeal) AND PDN(<8/28/2002)  | 1027 results  | <a href="#">Add to Search</a>                                    |
| <i>Database:</i> Multiple databases...                                 |               | <a href="#">Set Up Alert</a> <input checked="" type="checkbox"/> |
| <i>Look for terms in:</i> Citation and abstract                        |               |  |
| <i>Publication type:</i> All publication types                         |               |  |
| 1. TEXT(online) AND TEXT(refund) AND PDN(<8/28/2002)                   | 15705 results | <a href="#">Add to Search</a>                                    |
| <i>Database:</i> Multiple databases...                                 |               | <a href="#">Set Up Alert</a> <input checked="" type="checkbox"/> |
| <i>Look for terms in:</i> Citation and abstract                        |               |  |
| <i>Publication type:</i> All publication types                         |               |  |

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